IBM eServer xSeries Enhanced Support Services (ESS) Sunset Jan 31, 2004

Frequently Asked Questions

1. Why is IBM discontinuing the ESS program for xSeries products?

IBM is responding to the continued request from our xSeries clients for a "Single point of contact" for all support. IBM began this when IBM retired the 1-800 software Support Line telephone number in favor of using 800-IBM-SERV as entry for hardware and software support.

2. What products are affected?

All xSeries hardware: Servers, IntelliStation workstations and xSeries appliances/options are affected.

3. Where can I get a comparable level of support?

You can call 1-800-IBM-SERV, option 1 for any hardware warranty support. If you feel you are not getting the appropriate attention to your problem or feel you need to escalate to a higher skill, you can ask for a 'Duty Manager' to get involved.

4. Does this affect software support?

No. Software support continues to be provided by several different software support services (800-IBM-SERV, option 2). Recently, IBM announced some Remote Technical Support (RTS) for xSeries ServicePacs that cover hardware and software configuration, installation, usage and software defect support. These new RTS xSeries ServicePacs offer a year of support with unlimited access and are easy to purchase:

xSeries Systems	Service	Part Number	Price
1 CPU* and IntelliStations 1 CPU and IntelliStations	for xSeries for xSeries with VMware	96P2701 96P2704	$300 $750
2 CPUs 2 CPUs	for xSeries for xSeries with VMware	96P2702 96P2705	$500 $1500
4+ CPUs and BladeCenter 4+ CPUs and BladeCenter	for xSeries for xSeries with VMware	96P2703 96P2706	$700 $3000

For more information about these new ServicePacs visit:
http://www.ibm.com/services/its/us/servicepac.html or call 1-800-656-2596.

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IBM offers a tiered approach to technical support with a variety of flexible support services. For technical support on a large number of servers, Support Line offers a year of support with unlimited access on a wide selection of products and pricing that decreases per server as the number of servers increase. For more information about Support Line visit http://www-1.ibm.com/services/its/us/supportline.html or call 1-888-IBM-4343.

5. Where can I go if I encounter a problem with getting hardware warranty support I need?

If you feel you are not getting the appropriate attention to your problem or feel you need to escalate to a higher skill and that is not happening in a timely manner, you can ask for a 'Duty Manager' to get involved.

6. Is this support withdrawn for everyone?

No, the Personal Computing Division (PCD), who actually owns the ESS program, will continue to offer it for PCD products.